

PAST PERFORMANCE INFORMATION
NATIONAL INSTITUTES OF HEALTH CUSTOMER SURVEY OF CONTRACTOR PERFORMANCE

Please complete the following questionnaire and return via regular mail or fax
to the attention of:

_____ by (Date) _____
(Name)

(Address)

(Fax Number)

This survey pertains to: _____

Department/Component: _____

Contract Number: _____ Date of Survey: _____

Name of Person Completing Survey: _____

Signature of Person Completing Survey: _____

Your Company/Agency: _____

Your Role in this Contract (*circle one*): Contracting Officer
Contract Specialist Project Officer Other _____

Contract Value (*including options*): \$ _____

Performance Period: _____
(*including option periods*)

Type of Contract: _____

Approximate percentage of work being performed (or completed) by
subcontractor(s): _____%

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Information on subcontractor(s) (where more than _____% of work was completed by the subcontractor):

Subcontractor	Program Manager	Phone
Subcontractor	Program Manager	Phone
Subcontractor	Program Manager	Phone

General description of products/services required under the contract:

RATINGS

Please answer each of the following questions with a rating that is based on objective measurable performance indicators to the maximum extent possible. Commentary to support rating shall be noted on page 4.

Assign each area a rating of 0 (Unsatisfactory), 1 (Poor), 2 (Fair), 3 (Good), 4 (Excellent), or 5 (Outstanding). Use the attached Rating Guidelines as guidance in making these evaluations. Circle the appropriate rating. If you do not have enough personal knowledge or feedback from internal customers who directly received products and services from the contractor to make a determination on any of the performance criteria below, please circle "N/A" (not applicable/no opinion).

QUALITY OF SERVICE

1.	Compliance with contract requirements	0	1	2	3	4	5	N/A
2.	Accuracy of reports	0	1	2	3	4	5	N/A
3.	Effectiveness of personnel	0	1	2	3	4	5	N/A
4.	Technical Excellence	0	1	2	3	4	5	N/A

DATE: 09/30/2001

REPLACES: 09/13/99

ISSUING OFFICE: DAPE,OAMP, OA 496-6014

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COST CONTROL (Not applicable to Fixed Price Type Contracts)

- | | | | | | | | |
|----|--|---|---|---|---|---|-----|
| 1. | Record of forecasting and controlling target costs | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 2. | Current, accurate and complete billings | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 3. | Relationship of negotiated costs to actuals | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 4. | Cost efficiencies | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |

TIMELINESS OF PERFORMANCE

- | | | | | | | | |
|----|---|-----|----|--------------|---|---|-----|
| 1. | Met interim milestones | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 2. | Reliability | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 3. | Responsive to technical direction | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 4. | Completed on time including wrap-up and contract administration | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 5. | Met delivery schedules | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 6. | Liquidated damages assessed: | Yes | No | (circle one) | | | |

BUSINESS RELATIONS

- | | | | | | | | |
|----|--|---|---|---|---|---|-----|
| 1. | Effective management, including management of subcontracts | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 2. | Reasonable/cooperative behavior | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 3. | Responsive to contract requirements | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |
| | | | | | | | |
| 4. | Notification of problems | | | | | | |
| | 0 | 1 | 2 | 3 | 4 | 5 | N/A |

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5.	Flexibility						
	0	1	2	3	4	5	N/A
6.	Pro-active vs reactive						
	0	1	2	3	4	5	N/A

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SMALL BUSINESS AND SMALL DISADVANTAGED BUSINESS GOALS

1. The contractor met the goals set forth in its Subcontracting Plan.
(See FAR 19.7 and 15.305(a)(2)(v))
Yes No N/A (*circle one*)

Comments: (optional) _____

2. The contractor met Small Disadvantaged Business Participation goals.
(See FAR 15.305(a)(2)(v) and FAR 19.1202)
Yes No N/A (*circle one*)

Comments: (optional) _____

CUSTOMER SATISFACTION

1. The contractor is committed to customer satisfaction.
Yes No (*circle one*)
2. Would you recommend selection of this firm again?
Yes No (*circle one*)

ADDITIONAL COMMENTS

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Rating Guidelines

	QUALITY OF PRODUCT OR SERVICE	COST CONTROL	TIMELINESS OF PERFORMANCE	BUSINESS RELATIONS
0-Unsatisfactory	Contractor is not in compliance and is jeopardizing achievement of contract objectives	Contractor is unable to manage costs effectively	Contractor delays are jeopardizing performance of contract objectives	Response to inquiries, technical/ service/ administrative issues is not effective
1-Poor	Major problems have been encountered	Contractor is having major difficulty managing costs effectively	Contractor is having major difficulty meeting milestones and delivery schedule	Response to inquiries, technical/ service/ administrative issues is marginally effective
2-Fair	Some problems have been encountered	Contractor is having some problems managing costs effectively	Contractor is having some problems meeting milestones and delivery schedule	Response to inquiries, technical/ service/ administrative issues is somewhat effective
3-Good	Minor inefficiencies/ errors have been identified	Contractor is usually effective in managing costs	Contractor is usually effective in meeting milestones and delivery schedule	Response to inquiries, technical/ service/ administrative issues is usually effective
4-Excellent	Contractor is in compliance with contract requirements and/or delivers quality products/services	Contractor is effective in managing costs and submits current, accurate, and complete billings	Contractor is effective in meeting milestones and delivery schedule	Response to inquiries, technical/ service/ administrative issues is effective
5-Outstanding: The contractor has demonstrated an outstanding performance level in any of the above four categories that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances when contractor performance clearly exceeds the performance levels described as "Excellent."				